



**93RD GENERAL ASSEMBLY**  
**State of Illinois**  
**2003 and 2004**

Introduced 2/6/2004, by Monique D. Davis

**SYNOPSIS AS INTRODUCED:**

55 ILCS 5/5-1096.5 new  
65 ILCS 5/11-42-11.2 new

Amends the Counties Code and the Illinois Municipal Code. Provides that a community antenna television franchisee may not terminate service to any customer unless the franchisee first sends written notice of termination to the customer through the U.S. mail, return receipt requested, which states the date of the termination. Provides that the franchisee must provide a refund to each customer that is subject to a service interruption caused by conditions that are in the franchisee's control. Provides that no franchisee may charge more than \$50 per month for any cable service.

LRB093 21215 BDD 47317 b

1 AN ACT concerning the regulation of cable television.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Counties Code is amended by adding Section  
5 5-1096.5 as follows:

6 (55 ILCS 5/5-1096.5 new)

7 Sec. 5-1096.5. Community antenna television systems;  
8 consumer protection.

9 (a) A community antenna television franchisee may not  
10 terminate service to any customer unless the franchisee sends  
11 written notice of termination to the customer through the U.S.  
12 mail, return receipt requested. The notice must state which  
13 date the service will be terminated, which may not be less than  
14 10 days after the date that the customer receives the notice.

15 (b) The franchisee must provide a refund to each customer  
16 that is subject to a service interruption caused by conditions  
17 that are in the franchisee's control. The refund shall be for  
18 the entire day on which the interruption occurs and for each  
19 additional day the interruption continues. The refund shall  
20 apply to all services interrupted. In the case of an outage,  
21 the franchisee must provide a refund regardless of whether the  
22 customer requests a refund or otherwise contacts the  
23 franchisee. In the case of a service interruption that is not  
24 part of an outage, the franchisee must provide a refund if the  
25 customer requests a refund or otherwise contacts the franchisee  
26 about the service interruption. Refund checks must be issued  
27 promptly, but no later than either (i) the customer's next  
28 billing cycle following resolution of the request or 30 days,  
29 whichever is earlier, or (ii) upon the return of the equipment  
30 supplied by the franchisee if the service is terminated.

31 (c) No franchisee may charge more than \$50 per month for  
32 any cable service.

1 Section 10. The Illinois Municipal Code is amended by  
2 adding Section 11-42-11.2 as follows:

3 (65 ILCS 5/11-42-11.2 new)

4 Sec. 11-42-11.2. Community antenna television systems;  
5 consumer protection.

6 (a) A community antenna television franchisee may not  
7 terminate service to any customer unless the franchisee sends  
8 written notice of termination to the customer through the U.S.  
9 mail, return receipt requested. The notice must state which  
10 date the service will be terminated, which may not be less than  
11 10 days after the date that the customer receives the notice.

12 (b) The franchisee must provide a refund to each customer  
13 that is subject to a service interruption caused by conditions  
14 that are in the franchisee's control. The refund shall be for  
15 the entire day on which the interruption occurs and for each  
16 additional day the interruption continues. The refund shall  
17 apply to all services interrupted. In the case of an outage,  
18 the franchisee must provide a refund regardless of whether the  
19 customer requests a refund or otherwise contacts the  
20 franchisee. In the case of a service interruption that is not  
21 part of an outage, the franchisee must provide a refund if the  
22 customer requests a refund or otherwise contacts the franchisee  
23 about the service interruption. Refund checks must be issued  
24 promptly, but no later than either (i) the customer's next  
25 billing cycle following resolution of the request or 30 days,  
26 whichever is earlier, or (ii) upon the return of the equipment  
27 supplied by the franchisee if the service is terminated.

28 (c) No franchisee may charge more than \$50 per month for  
29 any cable service.